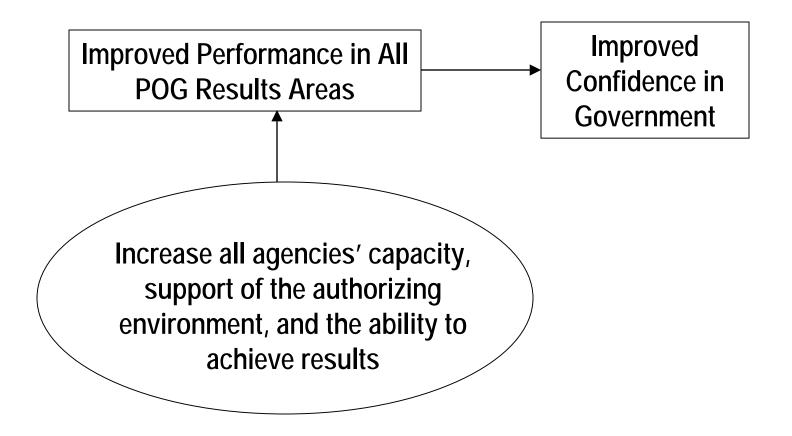
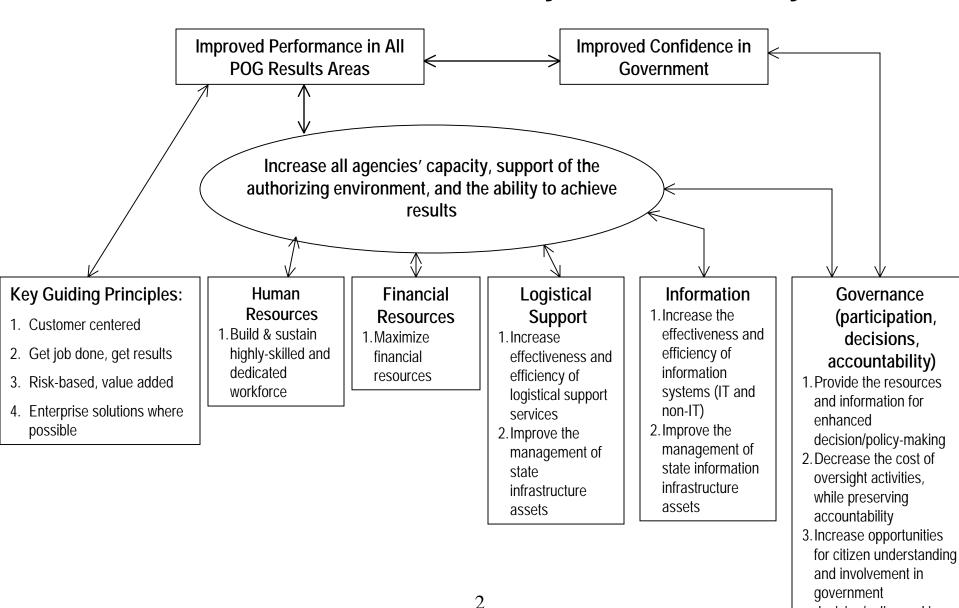
POG #11 Result: Improve the Ability of Government to Achieve Results Efficiently and Effectively



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decision/policy-making

Strategies to Achieve Goals

Human Resources

- 1. Sustain a highly skilled and dedicated workforce
- Provide training that increases employees' effectiveness and personal job satisfaction.
- Provide adequate compensation to retain quality employees.
- Provide a safe environment and operating conditions for state employees.
- Develop management models/etc. that increase employee and agency accountability for results.
- Improve customer agencies' satisfaction.

Financial Resources

- 1. Maximize financial resources.
- Provide budgeting, accounting, and money management services that maximize resources.
- Provide enterprise activities that increase revenues without stimulating demand.
- Implement risk management practices that reduce harm and the loss of resources.
- Provide state agencies with tools to quantify their costs of operation.
- Improve customer agencies' satisfaction.

Logistical Support

- 1. Increase the effectiveness and efficiency of logistical support services.
- Provide enterprise service delivery where proven to be costeffective.
- Improve customer agencies' satisfaction.
- 2. Improve the management of state infrastructure assets.
- Increase the sustainability of these services during emergencies.
- Promote appropriate asset replacement, based upon life cycle cost.

Information

- 1. Increase the effectiveness and efficiency of information systems (IT and non-IT)
- Provide enterprise service delivery where proven to be costeffective.
- Improve customer agencies' satisfaction.
- 2. Improve the management of state information infrastructure assets.
- Increase the sustainability of these services during emergencies.
- Promote appropriate asset replacement, based upon life cycle cost.

Governance

- 1. Provide the resources and information for enhanced decision/policy-making
- Develop effectiveness and efficiency tools that can be used by all result teams.
- Develop mechanism/ group/process to share best practices and data across agencies.
- Develop policy and process templates that agencies can use to operate more effectively/efficiently.
- Decrease the cost of oversight activities while preserving accountability.
- Conduct a risk assessment of internal controls and recommend changes to make them more valueadded.
- 3. Increase opportunities for citizen understanding and involvement in government decision/policy-making.

Performance Indicators

Human Resources

- 1. Sustain a highly skilled and dedicated workforce
- Accident rate.
- Supervisor and employee assessment of training gaps survey.
- Compensation survey (other governments and private sector compared to state compensation).
- Recruitment and retention rates.
- Agency customer satisfaction.

Financial Resources

- 1. Maximize financial resources.
- Profit margin for enterprise agencies.
- Unit cost of service delivery for enterprise agencies.
- Return on investment for investment agencies.
- Agency customer satisfaction.
- Bond rating.
- Percentage of state & local government taxes in relation to per capita income.

Logistical Support

- 1. Increase the effectiveness and efficiency of logistical support services.
- Unit cost of service delivery for internal service agencies.
- Agency customer satisfaction.
- Logistical systems operational availability/ readiness.
- 2. Improve the management of state infrastructure assets.
- Avoided costs through timely maintenance and replacement of assets.

Information

- 1. Increase the effectiveness and efficiency of information systems (IT and non-IT)
- Unit cost of service delivery for internal service agencies.
- Agency customer satisfaction.
- Information systems operational availability/ readiness.
- 2. Improve the management of state information infrastructure assets.
- Avoided costs through timely maintenance and replacement of assets.

Governance

- Provide the resources and information for enhanced decision/policy-making
- Decision-maker/policymaker survey.
- Key employee satisfaction survey.
- 2. Decrease the cost of oversight activities while preserving accountability.
- Costs avoided through risk-based accountability measures.
- Decision-maker/policymaker survey.
- Increase opportunities for citizen understanding and involvement in government decision/policy-making.
- Elway poll of citizen governmental knowledge and satisfaction.
- Number of citizen information and involvement events per year.
- Citizen satisfaction with these events.